



SUBMISSION UNDER 37 C.F.R. § 1.114
EXPEDITED PROCEDURE – Art Unit 2122
Attorney Docket No. 38481-8517US01

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF: JOHN L. COKER *ET AL.*
APPLICATION No.: 09/866,878
FILED: MAY 30, 2001
FOR: **SYSTEM AND METHOD FOR SMART
SCRIPTING CALL CENTERS AND
CONFIGURATION THEREOF**

EXAMINER: HOANG VU-A
NGUYEN-BA
ART UNIT: 2122
CONF. No: 4488

#14/C
J. Carlton
4-9-03

RECEIVED

Submission Under 37 C.F.R. § 1.114

APR 08 2003

Box AF
Assistant Commissioner for Patents
Washington, D.C. 20231

Technology Center 2100

Sir:

The present communication responds to the Office Action dated January 8, 2003, in the above-identified application. Please amend the application as follows.

In the Claims:

Claims 1-31 have been canceled. Claims 32-42 have been added. Following is a complete listing of the claims pending in the application, as amended:

1-31. (Canceled)

32. (New) One or more computer memories collectively containing a data structure for guiding interactions with a respondent, the data structure existing before interactions with the respondent commence, comprising:

a plurality of question substructures, each question substructure:
being identified by a question substructure identifier,
specifying a question to be asked of the respondent, and